

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard, Mail Stop S2-12-25  
Baltimore, Maryland 21244-1850



Center for Medicaid and State Operations /Survey and Certification Group

Ref: S&C-03-31

**DATE:** August 14, 2003

**FROM:** Director  
Survey and Certification Group

**SUBJECT:** Transfer of Data from the ASPEN Complaints/Incidents Tracking System (ACTS) to State Systems - **DECISION**

**TO:** Survey and Certification Regional Office Management (G-5)  
State Survey Agency Directors

During our pilot of ACTS, some State Survey Agencies (SAs) expressed their desire to retain their own State complaint tracking systems. Most significantly, some SAs conveyed that they have specific data collection and reporting needs that cannot be addressed in a Federal data system. In order to respond to these needs, CMS will develop an electronic data interface to allow download of information from ACTS to the State system. We expect that the addition of this feature will help States meet both their Federal and State obligations. Our contractor has indicated that it will require approximately ten (10) months to create the download capability.

This decision will not impact the timeframes in which SAs and Regional Offices (ROs) will be required to enter complaint and incident data into ACTS. Immediately after the publication of the ACTS System of Records in the *Federal Register*, which we expect will be in the next few months, CMS will issue another memorandum that will inform the SAs and ROs of data entry requirements for ACTS.

I do appreciate your continued support for improving the management and reporting of complaints and incidents.

**Effective Date:** Immediately

**Training:** This information should be shared with all survey and certification staff, their managers, QIES coordinators, and State/Regional Office training coordinators.

/s/  
Steven A. Pelovitz

cc: Wayne Smith, Acting Director, Finance, Systems and Quality Group  
Jack Williams, Director, Division of National Systems  
State Medicaid Directors